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*A publication providing information  
and items of interest to California  
Healthy Families and Medi-Cal  
Enrollment Entities, Certified  
Application Assistants, families,  
and participating plans.*

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If you have a story idea you would like to share or comments about this newsletter, please contact us.

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# The Healthy Families Program Celebrates Its 10th Year Anniversary!

On July 1, 2008, the Healthy Families Program (HFP) celebrated its 10<sup>th</sup> Anniversary!

On July 1, 1998, the very first child was enrolled into the HFP. Since then the HFP has grown and served over 2.5 million children! As of June 30, 2008, the HFP reached 887,000 enrolled children.

For the past ten years the HFP has worked with stakeholders, Enrollment Entities (EEs), Certified Application Assistants (CAAs), and plan partners to reach out to uninsured children and their families. Together, we have removed barriers by streamlining enrollment, developing community resources that educate and provide application assistance to families, and ensuring quality of care in health, dental, and vision services through our plans.

As we take a moment to look back at all that we have accomplished together, it is clear that we have come a long way in ten years!

If you have been a CAA for 1 year, you may have seen:

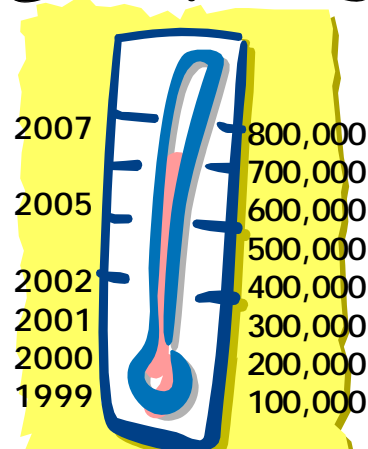
- The Revised Joint Application in 2008
- The SCHIP Reauthorization in 2007
- Presumptive Eligibility replacing the Medi-Cal Bridge
- Revised CAA Reference Manual

If you have been a CAA for 3 years, you may have seen:

- Premium Increases in 2005
- Reinstatement of EE Payments
- Web-Based CAA Certification Training



**850,000**



**Children enrolled!**

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## The HFP Celebrates Its 10th Year Anniversary! (Cont'd.)

If you have been a CAA for 5 years, you may have seen:

- Mid-Year Premium Evaluation
- CHDP Gateway Coverage
- HFPs transition to a new administrative vendor - MAXIMUS

None of this would have been possible without YOU. Much of the HFPs success can be traced back to EEs and CAAs. As HFP celebrates its 10<sup>th</sup> birthday, we would like to thank you for your commitment and dedication to Californias uninsured children. The outreach and enrollment efforts from the EE and CAA community have helped achieve and transform the HFP into what it is today - the largest Childrens Health Insurance Program in the nation! So lets raise our glasses and toast to the future! We look forward to working together and continuing our mission to serve Californias uninsured children for the next ten years!

**Happy Birthday Healthy Families!**

## A Labor Of Love

All San Mateo County CAAs share something in common - they have all been trained by Ms. Claudia Lopez. Ms. Lopez works for the San Mateo County Children's Health Initiative as the CAA



Master Trainer for the county's health coverage programs, including Medi-Cal, Healthy Families, Healthy Kids, and the adult indigent care programs. She started as a Community Health Advocate for the San Mateo Medical Center (formerly San Mateo County Health Center) in July 2001. Ms. Lopez was later trained by MRMIB's Larry Lucero to become one of the state's Medi-Cal and Healthy Families CAA Master Trainers. In addition, she was the first CAA in the county to use Health-e-App and One-e-App systems. In the past seven years, Ms. Lopez

has trained over 150 CAAs. She continues to play an integral role in the county's efforts to enroll all uninsured children in health coverage by conducting program refresher trainings at the monthly Children's Health Initiative CAA Coalition meetings. Daily, she addresses program and application processing issues with CAAs. In her speech at the June 2008 CHI Five-Year Anniversary CAA Appreciation Dinner, Ms. Lopez summarized her experience. "Being a CAA is not only a job, it's a labor of love and passion. A CAA is someone who understands that his or her job is not only to simply enroll a child in a program, but also to ensure that the child utilizes his or her health benefits, and therefore, leads a healthy life. A CAA is someone who is there to listen, but most of all, is someone who is there to be the family's advocate."

## New 2008 Immunization and Screening Charts Available

Each year, the Advisory Committee on Immunization Practices (ACIP), the American Academy of Pediatrics (AAP), and the American Academy of Family Physicians (AAFP) publishes updated recommendations for childhood and adolescent immunizations. You can find the approved 2008 Immunization Schedule based on the recommendations of these organizations on the Healthy Families Program (HFP) website in English at [www.healthyfamilies.ca.gov/Publications/ImmunizationSchedule\\_EN.pdf](http://www.healthyfamilies.ca.gov/Publications/ImmunizationSchedule_EN.pdf) and in Spanish at [www.healthyfamilies.ca.gov/Publications/ImmunizationSchedule\\_ES.pdf](http://www.healthyfamilies.ca.gov/Publications/ImmunizationSchedule_ES.pdf).

In addition, each year the HFP also publishes a Preventive Health Screenings for Children chart. Preventive health care services can help children increase their chances of living a healthier life. The chart provides guidelines for families to help ensure children receive the correct health care services. This chart can also be found on the HFP website in English at [www.healthyfamilies.ca.gov/Publications/PreventiveScreeningChart\\_EN.pdf](http://www.healthyfamilies.ca.gov/Publications/PreventiveScreeningChart_EN.pdf) and in Spanish at [www.healthyfamilies.ca.gov/Publications/PreventiveScreeningChart\\_ES.pdf](http://www.healthyfamilies.ca.gov/Publications/PreventiveScreeningChart_ES.pdf).

## AIM Program Changes: Subscriber Contribution Reduction

The State of California Access for Infants and Mothers (AIM) Program provides low-cost health coverage for pregnant women. The cost of AIM coverage is 1.5% of the subscriber's adjusted annual household income.

Because of new program regulations, women enrolled in the AIM Program on or after July 1, 2008, may no longer have to pay the full 1.5% contribution amount if they do not have a successful pregnancy. These new rules state that an AIM subscriber whose pregnancy ends on or after her effective date of coverage, but still within her first trimester, may have her contribution amount reduced to 1/3 of the original cost.

To qualify for the reduced cost, the AIM subscriber must complete the Early End of Pregnancy Form or send a letter from a doctor or other certified health care professional, as long as it contains the same information. The Early End of Pregnancy Form is mailed with the AIM Welcome Letter and is also available on the AIM website in English at [www.aim.ca.gov/english/Publications/AIM\\_FM\\_E\\_EN.pdf](http://www.aim.ca.gov/english/Publications/AIM_FM_E_EN.pdf) and in Spanish at [www.aim.ca.gov/Spanish/Publications/AIM\\_FM\\_E\\_ES.pdf](http://www.aim.ca.gov/Spanish/Publications/AIM_FM_E_ES.pdf). This new form will also be included in the next AIM handbook when it is available.

For more information, please visit the AIM website at [www.aim.ca.gov](http://www.aim.ca.gov) under Important Program Changes.

## Health-e-App Updates

In the June edition of the EE/CAA Newsletter we updated you on the progress with Health-e-App (HeApp), to make it match the new Joint Healthy Families and Medi-Cal for Families paper application. These updates went into effect on June 18, 2008.

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## HFP & AIM Handbook Delays

Each year, the Healthy Families Program (HFP) and Access for Infants and Mothers (AIM) Program produce updated handbooks. Usually, the new handbooks are available in June of each year.

However, the 2008-2009 HFP and AIM handbooks have been delayed because we are still determining which plans are going to be available in each county and zip code area. Until new handbooks are available, the information in the 2007-2008 HFP and AIM handbooks, including county plan choices and plan coverage areas, will remain in effect. Please check future editions of this newsletter for announcements about new handbook availability.

If you need additional copies of the current 2007-2008 handbooks, please use the Marketing and Materials Order Form to place an order. The order form can be found here: [www.dhcs.ca.gov/formsandpubs/forms/Forms/MC%20370.pdf](http://www.dhcs.ca.gov/formsandpubs/forms/Forms/MC%20370.pdf).

### Did You Know...

Health-e-App is available  
in English and Spanish?

To sign up, call  
1-866-861-3443

## Health-e-App Updates (Cont'd.)

One of the areas changed in HeApp was the section that asks the applicant to certify that a Certified Application Assistant (CAA) helped them with the application. There is a new box regarding the Enrollment Entity. By checking this box, the applicant is giving authorization for any employee or associate of the Enrollment Entity to speak to Healthy Families or Medi-Cal on their behalf. The applicant must sign this printable form for authorization. (Please see form below.)

By leaving the box blank and only signing on the Applicant and CAA Signature lines, the applicant is only giving authority for that particular CAA to speak to Healthy Families or Medi-Cal. In both cases, the permission to speak with either program on their behalf ends when the program mails the eligibility decision to the applicant.

For help with HeApp, call the HeApp Helpdesk at 1-866-861-3443, Monday through Friday, 8:00 a.m. to 8:00 p.m. or Saturday, 8:00 a.m. to 5:00 p.m., or send an email to [HFHeA@MAXIMUS.com](mailto:HFHeA@MAXIMUS.com).

Health-e-App: Application Assistance - Microsoft Internet Explorer provided by MAXIMUS, Inc.

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail

Address: http://webdev.folca.maximus.com/25\_2.asp

Step 6 Application Submission

health e app Insuring Your Family's Health

Help Suspend Cancel

Jump Back to Step: [v]

English Español

Fill out below ONLY if a Certified Application Assistant (CAA) helped you fill out this form.

☐ Check this box and sign below to allow Healthy Families and Medi-Cal to speak to a representative of the Enrollment Entity (EE) listed below about the status of this Application. This permission ends when the program mails you its decision on this Application.

I certify the CAA listed below helped me complete this application. This CAA helped me for free.

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

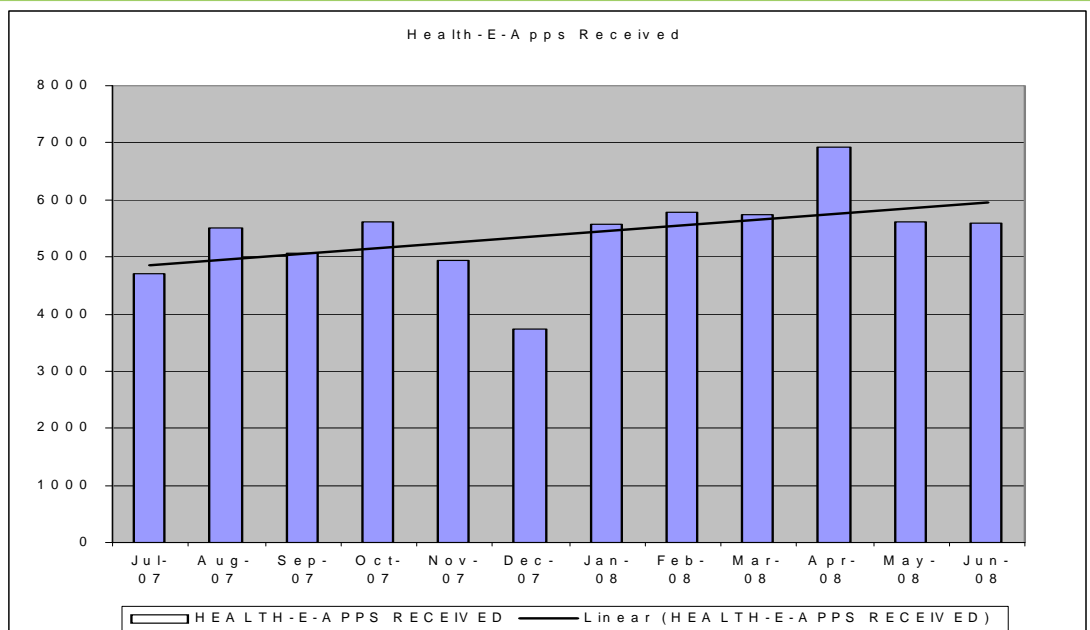
CAA Signature \_\_\_\_\_ Date \_\_\_\_\_

CAA#: testcaa EE#: hd001

Print Next

## Health-e-Apps Use Continues to Increase

The usage of Health-E-App (HeApp) has steadily increased over the last twelve months. HeApp submissions have been averaging 5,400 per month for the last year. April 2008 had record high of 6,928 HeApps submitted!





## National Provider Identifier

### What is the National Provider Identifier (NPI)?

The NPI is a unique identification number for providers (doctors, dentists, and optometrists). This is a new 10-digit number. The health, dental, or vision plans give the providers' NPI number to the Healthy Families Program (HFP). The HFP displays the unique identification numbers on the HFP website. Certified Application Assistants (CAAs) and applicants can use the NPI to select their provider. Not all plans choose to supply the NPI numbers. The HFP can only display NPI numbers if the plans have provided them.

### Why is the NPI number important?

The NPI number is important for CAAs and applicants so they can choose the right provider in the plan they choose. If an applicant chooses a specific provider, a CAA can enter the name and NPI (code) on lines 46, 48 or 50 on page A4 of the Revised Joint Application. (See below.)

#### Choose your Healthy Families plans:

Write the name or code of the plans you want below. To learn more about what plans are available, see the Healthy Families Handbook or call: 1-800-880-5305. Or visit: [www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov)

|    |             |       |       |    |                                    |       |       |
|----|-------------|-------|-------|----|------------------------------------|-------|-------|
| 45 | Health Plan | _____ | _____ | 46 | Doctor or Clinic<br>(Optional)     | _____ | _____ |
|    |             | Name  | Code  |    |                                    | Name  | Code  |
| 47 | Dental Plan | _____ | _____ | 48 | Dentist or Clinic<br>(Optional)    | _____ | _____ |
|    |             | Name  | Code  |    |                                    | Name  | Code  |
| 49 | Vision Plan | _____ | _____ | 50 | Eye Doctor or Clinic<br>(Optional) | _____ | _____ |
|    |             | Name  | Code  |    |                                    | Name  | Code  |



### How can I find NPI numbers?

The HFP website provides information on selecting plans and providers. By following the instructions on the Choosing Plans and Providers webpage ([www.healthyfamilies.ca.gov/English/choosing.html](http://www.healthyfamilies.ca.gov/English/choosing.html)), you can get a list of providers by county and plans. If the plans have given the NPI number to the HFP, the NPI number will be the last piece of information listed under each provider's name. It is labeled "NPID."

#### Did You Know...

Health-e-App provides an online listing of medical professionals in a child's zip code area, along with mapping information?? To sign up for Health-e-App call 1-866-861-3443!

## Connecting Kids To Healthcare Through Schools

The Connecting Kids To Healthcare Through Schools (CK) Program was made possible by a grant from the David and Lucille Packard Foundation. Through schools and school districts, this program successfully promoted the enrollment of children into healthcare plans for five years (from April of 2003 until April of 2008). Sadly, the CK program ended April 30, 2008 and the CK's website and dedicated toll-free telephone line closed on June 30, 2008.

The Managed Risk Medical Insurance Board (MRMIB), the State agency which administers the Healthy Families Program, will continue to support some of the school outreach tools (Request for Information flyers in 11 languages, and the parent information flyer) on its website ([www.mrmib.ca.gov](http://www.mrmib.ca.gov)). These flyers are for schools and school districts only. MRMIB will move these school-based outreach materials to the Healthy Families Program website ([www.healthyfamilies.ca.gov/hfhome.asp](http://www.healthyfamilies.ca.gov/hfhome.asp)) in time for the start of the new school year. If you have any questions on school-based outreach materials, please go to the "What's New" section of MRMIB's website ([www.mrmib.ca.gov/MRMIB/materials.html](http://www.mrmib.ca.gov/MRMIB/materials.html)).

Our appreciation goes out to schools, school districts, county offices of education, community-based organizations, and the heroes in the field - the Certified Application Assistants who have taken an active role in promoting the State's healthcare coverage programs to parents. You have helped us achieve our common goal of providing healthcare coverage to uninsured children, allowing them grow into knowledgeable, competent, healthy adults who now have a better chance of reaching their full potential. The Healthy Families, Medi-Cal for Families, and the Healthy Kids Programs played an important role in achieving this goal. Thank you for your kind efforts and your continued support.

## New Ordering Process for Healthy Families Program & Medi-Cal For Families Materials

Beginning in October 2008, the Department of Health Care Services (DHCS) will begin using a new process for distributing Healthy Families Program (HFP) and Medi-Cal materials. Currently, HFP and Medi-Cal materials are stored and shipped from various locations. In an effort to streamline operations, DHCS is combining distribution services for the HFP and Medi-Cal applications, handbooks, and outreach materials. Please check the DHCS ([www.dhcs.ca.gov](http://www.dhcs.ca.gov)) and HFP ([www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov)) websites in September for new information about placing orders for these materials. The current materials order form is available at [www.dhcs.ca.gov/formsandpubs/forms/Forms/MC%20370.pdf](http://www.dhcs.ca.gov/formsandpubs/forms/Forms/MC%20370.pdf). If you have any questions about your current orders, please send an email to [MCPUBS@dhcs.ca.gov](mailto:MCPUBS@dhcs.ca.gov).

## When is the best time to call?

Applicants looking to receive the fastest access to the Healthy Families Program (HFP) Call Center (1-866-848-9166) should try calling during non-peak times:

Good....Weekdays after 11 a.m.

Better...Weekdays after 6 p.m.

Best.....Saturdays 8 a.m. to 5 p.m.

The Call Center is open Monday through Friday, 8 a.m. to 8 p.m. and Saturday from 8 a.m. to 5 p.m.



### Did You Know...

Health-e-App is FREE to use? Signing up is FREE too! To sign up, call 1-866-861-3443